



A GUIDE TO DURHAM

Municipal Services





Major the Bull, who has graced the entrance to the Durham Bulls Athletic Park, will move to the new CCB plaza downtown when streetscape improvements are completed in 2007.

On the cover: Department of Water Management mascot Wayne Drop greets a group of friends, left; the Durham skyline from Duke University, top right; and an entertainer at the renowned Bull Durham Blues Festival. The skyline and Blues festival photos are courtesy of the Durham Convention and Visitors Bureau.



A Guide to Durham Municipal Services

For Our Most Valued Customers

This guide is dedicated to providing information on the variety of services offered by the City of Durham. Other sources of information include:

The City of Durham website at **www.durhamnc.gov**

Durham One Call, 560-1200 The City's one stop local government customer service and information center. One Call is open from 7 a.m. to 6 p.m. weekdays and uses an answering service for calls after hours and on weekends. One Call representatives will either answer a caller's question or dispatch a service request to the appropriate department. Online, citizens can click on the One Call logo on the City's website, www.durhamnc.gov, to submit a question or request. Bi-lingual representatives are available as well.

Durham Government Television on Time Warner Cable channel 8, featuring:

- **City Hall This Week**, a program dedicated to informing citizens about what is going on in City Hall and important issues facing City Council;
 - **City Life**, a half-hour show that informs citizens about Durham City government services, issues, and upcoming events;
 - The **Government Television Bulletin Board**, publishes information and notices of interest to citizens;
 - All regularly scheduled City Council meetings are televised live on the first and third Monday of each month beginning at 7 p.m.
-

City of Durham publications including:

- The **Durham Citizens' Newsletter**, published on the City's website and inserted in city water bills;
- The **Citizens' Report**, published quarterly and can be found on the City's website.

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Icon Key



Frequently
Asked Question



Fun Fact



Helpful Tip



Important
Phone #



Opportunity

Participation Opportunities

The City of Durham encourages residents to take part in the governing process by providing input through the many citizen-led boards, committees and neighborhood organizations that serve as connections between citizens, elected officials and the City administration. Opportunities to take part include:



City of Durham boards, committees and commissions in which citizens can participate.

Applications are available online at www.durhamnc.gov/departments/clerk/boards.cfm, or at the City Clerk's office, second floor, City Hall. For information, call the City Clerk's Office at 560-4166.



The **Partners Against Crime program** is a collaboration between city residents, the Police Department and City government to tackle crime at the neighborhood level. The city is divided into five Partners Against Crime (PAC) districts, which correspond to the Police Department's patrol districts. Community PAC groups are involved in a variety of crime-fighting and home rehabilitation programs. For information on when the PAC group in your district meets, call Durham One Call at 560-1200.

Customer Service Bill of Rights

Preamble

We, the City Council, administration and staff of the City of Durham are committed to making Durham the leading city in North Carolina in providing an excellent and sustainable quality of life.

We are dedicated to maximizing the value our customers receive by using the latest innovations and good management practices.

We pledge to deliver the highest quality, most cost-effective, highly responsive and reliable services possible with integrity and friendliness.

Our goal is to provide excellent service at all times by determining the needs of our citizens and customers and satisfying those needs beyond their expectations.

We will continue to strive to improve our customer service. *Customer service is our way of life.*

Each Customer Has The Right To:

- ☆ Receive a friendly, warm welcome, and to be treated with respect and courtesy.
- ☆ Receive prompt service and our complete and undivided attention.
- ☆ Know what services we provide and what service standards to expect from us.
- ☆ Receive high quality, knowledgeable service using our best efforts.
- ☆ Accuracy regarding all business dealings.
- ☆ The easiest access to the most thorough information we have available.
- ☆ Safe, clean and accessible City facilities.
- ☆ Give us comments and suggestions at any time. We encourage it.
- ☆ Have us work in a cooperative spirit when problems or disputes arise.

We plan to meet your needs, and want to know if they have not been met.

Durham History

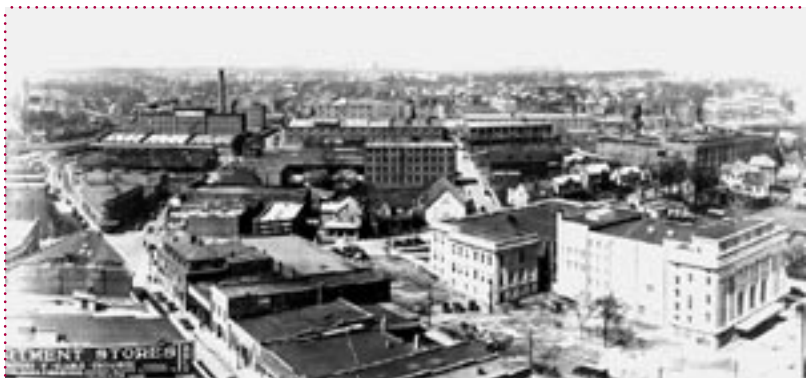
A History of Transformation – A City on the Move

Whether you know of Durham as the “City of Medicine” or the “Bull City” it’s easy to see why so many residents and businesses call Durham home.

Located halfway between the Great Smoky Mountains and the beaches of the Atlantic, Durham is a community that is home to over 300 restaurants, more than 40 annual festivals, Duke and North Carolina Central universities, Durham Bulls Triple-A baseball, art and science museums, and world-class medical facilities just to name a few. With more than 5.2 million visitors annually, Durham is the top destination of arrivals at RDU International Airport.

It doesn’t take long for visitors to the city to notice the changing face of Durham, but the current exciting transformation is just one of many transitions the city has gone through as it has shaped a vibrant history over the last 180 years to become the world-class city it is today.

Durham was nicknamed the “Bull City” in the late 1800s when the Blackwell Tobacco Company named its product “Bull” Durham Tobacco. By the time James B. Duke of the American Tobacco Company purchased the Blackwell Tobacco Company in 1898, Bull Durham was the most famous trademark in the world.



Photograph courtesy of the Durham County Library's North Carolina Collection

The “Bull City” prospered as a manufacturing hub for the tobacco industry and textiles for many decades, but has since transformed itself into a place where shopping thrives and high-tech industry flourishes with upscale housing in the same classic buildings where tobacco giants American Tobacco and Liggett-Meyers once made this city their industrial home.

Technology and Medicine

With the birth of the Research Triangle Park (RTP) in the 1950s, Durham began to take on a new look that has evolved into a global center for information technology, biotechnology, pharmaceuticals, and medicine. Durham is known as the “City of Medicine,” with healthcare as a major industry including more than 300 medical and health-related companies and medical practices with a combined payroll exceeding \$1.5 billion annually.

Since its founding in 1924, Duke University has grown into one of the most prestigious private universities in the world and its medical center ranks annually among the top in the nation. The university is the largest employer in Durham, providing jobs for more than 18,000 residents. The city is also home to North Carolina Central University (NCCU), which has recently embarked on an ambitious plan for growth, particularly in the area of biotechnology research. Durham Technical Community College rounds out the community’s post-secondary educational institutions and offers traditional academic and vocational training as well as customized programs to meet changing industry needs.



North Carolina Central University Museum of Art – photograph courtesy of the Durham Convention and Visitors Bureau

City of Durham Symbols



DURHAM



1 8 6 9
CITY OF MEDICINE

The Durham City Flag, designed by artist Al Nichols, represents a simple, bold and beautiful emblem of which citizens can be proud. The flag colors represent the following:

| | |
|-------------------|----------------------------|
| Royal Blue | Courage |
| Red | Action and Progress |
| Gold | High Quality in all Growth |
| White | High Ideals |

The flag serves as the official City logo, approved by the Durham City Council on April 2, 1991.

The seven stars in the flag represent a group of stars called the Pleiades or the "Seven Sisters" found in the constellation Taurus. The stars reflect the "New Spirit" of Durham in seven areas: the arts, commerce and industry, education, medicine, human relations, sports and recreation, and the preservation of a rich heritage.



The official City seal, adopted by the Durham City Council on April 29, 1930, is used on all official documents.



Today's City Government



The City of Durham operates under a council-manager form of government. Durham's City Council is made up of seven members, three from specific wards, three at-large and the mayor. The terms for City Council members are staggered, with non-partisan elections held every two years.

The City Council is the legislative and policy-making body for the City of Durham. The Council is responsible for establishing general policies for the City; appointing the city manager, city attorney, city clerk and members of various boards and commissions; enacting ordinances, resolutions and orders; adopting the annual budget; and authorizing contracts on the City's behalf. The city manager is the administrative head of government who, together with two deputy city managers, two assistant city managers, 25 department directors and 2,100 employees, delivers responsive, customer-focused municipal services throughout the community.



Durham City Council chambers



Durham operates with an annual budget of over \$300 million, adopted in June of each year for the fiscal year July 1 through June 30. The city manager's proposed budget is presented in May of each year with Council deliberations and a public hearing held prior to adoption. Copies of the annual budget are available online at www.durhamnc.gov, at the Department of Budget and Management Services, at the Office of the City Clerk and at the Durham County Library. The City has been recognized for its outstanding financial management with AAA ratings, the highest rating a city can receive, from all three national bond rating agencies.



To vote for City elected officials, citizens must be registered 30 days prior to an election at the Durham County Board of Elections, 706 West Corporation Street. Applications may also be obtained at any public library or the Department of Motor Vehicles. After registering to vote, you will receive a card from the Durham County Board of Elections providing precinct and polling place locations. For information about elections, contact the Durham County Board of Elections at (919) 560-0700, or www.co.durham.nc.us.



City Council Committee Room

City Departments and Functions

The **City Manager's Office** includes the city manager, two deputy city managers and two assistant city managers. The city manager oversees the daily functions of the City, carries out duties, policies/ordinances set by City Council, prepares the annual budget, oversees department directors as well as direct reports.

The **City Attorney's Office** provides legal counsel and representation to the Council, city manager, departments of City government, and City-appointed boards and commissions. The office provides legal advice at Council meetings, performs legal research, offers advisory opinions, and responds to requests from Council and City staff to draft or review contracts, ordinances and other legal documents. The office represents the City in litigation and provides assistance to the risk manager in the retention of outside counsel for the risk management program.

The **City Clerk's Office** records all official actions of the Durham City Council; advertises and processes vacancies for Council-appointed boards; committees and commissions; provides proper notice for all meetings regulated by the North Carolina Open Meetings law; archives permanent records; executes contracts and other documents; issues cemetery deeds and going-out-of-business licenses; coordinates codification of the Durham City Code; administers oaths of office; accepts public record requests; and certifies documents for admissibility in court cases. The department also provides administrative support to the mayor and the members of City Council.

The **Audit Services Department** is an independent appraisal function designed to examine and evaluate activities within the City as a service to management, the Audit Services Oversight Committee and elected officials. Audit Services measures and evaluates the effectiveness of other City departments and functions. External entities are also reviewed to determine whether revenues have been properly remitted to the City and whether grant or pass-through funds are appropriately utilized. The department is also responsible for the administration of external audit contracts.

The **City/County Inspections Department** is authorized by the North Carolina General Statutes to enforce the North Carolina State Building Code. The primary function of the department is to ensure the health, safety and welfare of the public. The department: receives applications for building permits (including accessory buildings), electrical permits, mechanical permits (heating and air conditioning, wood burning stoves), plumbing and sign permits; reviews plans (including fire plan reviews); issues permits for construction activities; conducts building inspections of construction in progress; and issues certificates of compliance. The department provides information on manufactured homes, family care homes, day care facilities, floodplain management and impact fees.

The **City/County Planning Department** coordinates the review of development proposals from plan amendments, zoning map changes and site plans in order to ensure the proposals conform to the Comprehensive Plan, which establishes the long-term vision of the City and County. The department also enforces the Unified Development Ordinance and the ordinances providing protection for historic resources. In addition, the department develops plans for the protection of Durham's natural and cultural resources.

The **Emergency Communications Center** is responsible for receiving 911 calls and dispatching police, fire, and/or emergency medical services (ambulance) personnel.

The **Department of Budget and Management Services** monitors expenditures/revenues for all funds, reports the City's financial status, assists the city manager in preparation of the annual operating budget, and manages the Capital Improvements Program. The department is responsible for: preparing, implementing and monitoring the operating budget and five-year revenue/expenditure projections; working with City agencies to build and implement performance measurement monitoring and evaluation; conducting citizen surveys; and evaluating departmental achievement of City goals and objectives. The department also administers the City's petition and city-initiated annexation program, non-city agency grant program and the managed competition program for the City.

The **Department of Community Development** coordinates the City's housing resources and various housing assistance programs, and promotes affordable housing by working with investors and community housing development organizations. The department provides assistance with the abatement of lead in older homes. The department administers the City's entitlement programs from the U.S. Department of Housing and Urban Development.

The **Department of Equal Opportunity/Equity Assurance** is responsible for the implementation of the City's Equal Business Opportunity Program (EBOP). Responsibilities include implementation of race and gender neutral measures to facilitate the participation of Small Disadvantaged Business Enterprises (SDBE's) in City contracting activity, SDBE recruitment, certification, maintenance of a SDBE data bank and business development, City project compliance, monitoring and reporting. In addition, the department supports the EBOP Advisory Committee and coordinates its activities.

The **Department of Fleet Management** is responsible for all services related to the City's more than 2,100 vehicles. The goal of the department is to procure safe, dependable, cost-effective equipment and furnish quality maintenance services. These services allow City employees to provide excellent service to the citizens of Durham. The department has three functional areas of responsibility; Fleet Management, Fire Maintenance and Communications Maintenance, which monitors the operation of the 911 system and more than 3,000 emergency radios.

The **Department of Finance** provides assistance to the City Council, city manager and operating agencies of the City in managing financial resources and activities including debt and cash management, payroll, vendor payment, financial reporting and revenue collections. Staff also coordinates risk management activities such as claims administration, employee safety programs and employee health services.

The **Department of General Services** is comprised of core business services including: administration, cemeteries, facilities operation, landscape services, parking contract administration, project management, real estate, and urban forestry. These functions are responsible for the construction and maintenance of City facilities and equipment.

The **Department of Human Relations** promotes harmonious relationships among all cultural and ethnic groups in Durham. The department's goal is to reduce and eventually eliminate discrimination. Human Relations receives and investigates complaints based on race, color, religion, sex, age, national origin and disability in housing. The department also has a mediation program addressing employment and public accommodations issues.

The **Department of Human Resources** is responsible for developing, interpreting and administering the personnel program and policies governing City employees. The department handles employee relations, provides employee training and development, advertises and accepts applications for City employment.

The **Department of Neighborhood Improvement Services** is dedicated to improving the quality of life for Durham's residents by increasing access to safe, livable housing and by aesthetically improving the city building environment through its code enforcement and Impact teams. The department provides community relations assistance to neighborhoods for organizing communities, addressing neighborhood challenges and forming neighborhood associations.

The **Department of Parks and Recreation** is Durham's source for creative and challenging recreational choices. It strives to help citizens discover, explore, and enjoy life through creative and challenging recreational opportunities that contribute to their physical, emotional, and social health. The department is responsible for public parks, recreation centers, and City pools. The department offers year-round activities including programs for youth, teens, adults, senior citizens and special populations. DPR creates and provides opportunities for citizens to "Play More!"

The **Office of Economic and Workforce Development** seeks to diversify the city's tax base through several revitalization initiatives including new development efforts in the central city area; identifies and recruits target industries; and assesses/trains citizens to fill new jobs. The office also provides support to the Sister Cities program.

The **Office of Public Affairs**, a division of the City Manager's Office, functions to communicate the City's activities and departmental services through publications, operation of the City-dedicated

government television channel and advertising. Public Affairs is the City's official liaison with the news media. The office produces news releases, provides background information for news stories and coverage of events and projects, holds press conferences and serves as the primary spokes agency for the City.

The **Department of Public Works** is responsible for engineering, transportation and stormwater, including design, construction and maintenance of city streets, alleys, sidewalks, pavement markings, street signs, traffic signals, street lights, taxicab services, Durham Area Transit Authority (DATA) and ACCESS (transportation service for persons with disabilities).

The **Department of Solid Waste Management** provides comprehensive, responsive, environmentally-safe, efficient and cost-effective solid waste collection, recycling and disposal programs. It sponsors several city-wide annual events, including Earth Day and the Great American Cleanup. The department works in partnership with Keep Durham Beautiful, Inc., a nonprofit, volunteer organization dedicated to bringing private businesses, citizens and community organizations together to conserve and enhance the appearance and environment of the city through cleanup events, beautification projects and educational activities.

The **Department of Technology Solutions** designs, implements, coordinates and maintains computer hardware, applications and programs for the City of Durham. The primary objective of the department is to implement initiatives that will improve system performance and increase the productivity of City departments through streamlining and automation of processes.

The **Department of Water Management** is responsible for the operation and maintenance of Durham's water supply, water treatment and water reclamation (wastewater treatment) facilities, the wastewater collection and water distribution systems (including meter reading) and customer billing services. Water Management is also responsible for the long-range planning for improvements in the City's water and wastewater facilities, as well as oversight and implementation of the Water Conservation program, the System Rehabilitation program, the Industrial Pretreatment program, and Cross-Connection Control program.

The **Durham Fire Department** functions to protect and prevent loss of life and property due to adverse effects of fires, medical emergencies, and/or exposure to dangerous conditions created by man or nature. The department offers fire education and fire suppression programs, enforces state and City fire codes, investigates arson and the causes of fires, provides basic training skills to recruits and in-service personnel and conducts preventive fire maintenance programs to ensure equipment is dependable and efficient.

The **Durham Police Department** provides continual law enforcement coverage and works to ensure the safety of Durham citizens. Police officers patrol the city, respond to calls for service, conduct investigations in response to reported crimes, provide statistical information on crimes and provide emergency response to major accidents. In addition, they offer crime prevention materials and programs for citizens and businesses.

City's Citizen Services



Durham Area Transit Authority (DATA/ACCESS)

The City of Durham's public transportation system serves citizens with 19 routes throughout the city. You may purchase an unlimited day pass on the bus. Five, seven and 30-day passes are available at the downtown transfer facility located at 521 Morgan Street. Pick up a schedule at the downtown transfer facility or at Durham County public libraries.



DATA provides service every day of the year except Christmas Day. Most routes operate Monday through Saturday from 5:30 a.m. to 12:30 a.m. On Sundays and holidays, service is provided from 6:30 a.m. to 7:30 p.m. Holidays are New Years Day, Martin Luther King, Jr. Day, Memorial Day, Independence Day, Labor Day and Thanksgiving Day. For information, call 683-DATA.



ACCESS is a special curb-to-curb van service available only to persons who are certified as ADA paratransit eligible. ACCESS operates service to any location in Durham County that is within three-quarters of a mile of any fixed-route service operated by DATA. ACCESS operates during the same hours as DATA buses. For information on ACCESS, call 688-1525.



Fees and Licenses

Business and privilege licenses must be renewed each year prior to July. For information, call the Business License Office at 560-4700.

Fire Protection

The Durham Fire Department strives to provide cost-effective services designed to protect and prevent the loss of life and property to the citizens of Durham from the adverse effects of fires, medical emergencies or exposure to dangerous conditions created by either man or nature. It offers fire education and suppression programs, enforces State and City fire codes, investigates arson and the causes of fires, provides basic training skills to recruits and in-service personnel and conducts a preventive fire maintenance program to ensure equipment is dependable and efficient. The administrative offices are located at the Fire Training Academy, 2008 East Club Blvd. For information, call 560-4242, Monday through Friday between the hours of 8 a.m. and 4:30 p.m.

Garbage and Yard Waste Collection

The City provides weekly curbside garbage collection at no charge to residences and some small businesses. Fully and semi-automated vehicles collect garbage from roll-out carts. One cart is provided at no cost. Citizens physically unable to move a roll-out cart to the curb may have their refuse collected from a designated area.



Waste Reduction and Recycling are mandated by ordinance in the City of Durham. The City's recycling program includes weekly curbside recycling, collection from drop-off recycling centers and cluster site collections for Durham Housing Authority multi-family complexes. For information on the City's recycling service offerings and what is or is not recyclable, visit www.durhamrecycles.org. For information, call 560-4186.



Bulky Items Service is provided to residents who have large items, such as large household appliances and old furniture too large to be collected by the roll-out cart crews. This service is provided for a fee (\$20) for the collection of up to five large items. For information, call Durham One Call, 560-1200.

Street Cleaning also comes under the responsibility of Solid Waste Management. This division provides services that contribute to the

positive visual appearance of the city. The services include cleaning debris off catch basin tops, sweeping street curbs and gutters, dead animal removal, and litter removal from ditches, sidewalks, downtown areas and other public street right-of-ways. Street cleaning also provides support during winter weather situations, assisting with snow removal and salt dispersal.



Safe, Attractive Housing

Existing dwellings are periodically inspected to ensure compliance with the City's minimum housing code. The code requires a dwelling to be structurally safe and sound, electrical wiring to be adequate, and water and sewer facilities to be functional. In addition, the accumulation of garbage, trash, overgrown weeds and grass or derelict or junked automobiles is considered a public nuisance. Housing code violations and removal of public nuisances are the responsibility of the Department of Neighborhood Improvement Services. For assistance in the removal of trash or junked autos in your neighborhood or if you have concerns about housing code compliance, call the Department of Neighborhood Improvement Services at 560-4570.

Community Clean Up, Illegal Dumps

The Impact Team handles solid waste and appearance issues not assigned to the Department of Neighborhood Improvement Services. Much of the team's work entails responding quickly to citizen reports of illegal dumping (on dead-end streets and City property) and illegal setouts (household goods left in the City right-of-way after a resident moves). The Impact Team also works closely with the Police Department Gang Unit in responding to graffiti complaints by removing the graffiti after the Gang Unit has collected necessary evidence. In addition, the Impact Team collects debris during neighborhood cleanups scheduled through the Partners Against Crime (PAC) groups, performs cleanups, maintains vacant City properties, and works with the court system to administer a program that allows less serious offenders to repay the community through service rather than jail time.

Every summer, the Impact Team hires Durham youth through the Mayor's Summer Youth Work Program to collect litter throughout the city, focusing on inner-city neighborhoods and areas around schools.



Inspections (City/County)

Through permits and the inspection process, the City/County Inspections Department administers building permits to enforce state and local codes regarding building, electrical, plumbing and heating/air conditioning work. If you plan to perform any of the following work, visit the City/County Inspections Department on the lower level of City Hall or call 560-4144.

- ☆ Construct any new building or structure
- ☆ Alter or repair any existing structure
- ☆ Add to or change electrical wiring, plumbing lines or fixtures or heating/air conditioning systems
- ☆ Change the use of a building, such as converting a residence into a business
- ☆ Relocate or demolish a building or structure
- ☆ Install a sign or swimming pool
- ☆ Locate a mobile home within the City's jurisdiction
- ☆ Install gas logs
- ☆ Replace a furnace or water heater



Mayor's Summer Youth Work Program

The Mayor's Summer Youth Work Program offers Durham youth an opportunity to gain work experience and develop skills while connecting with City government. Summer job opportunities are available in many City departments. Private sector positions are also available through a partnership with the Mayor's Office on Youth, Durham Chamber of Commerce, the N.C. Employment Security Commission, the Durham Workforce Development Board, Durham Technical Community College and the N.C. Cooperative Extension Service. For information, or if your business would like to provide jobs through the program, call 560-1266.

Parking Enforcement

The City of Durham issues parking citations to individuals parked illegally. The violation, payment information and additional civil penalties for failure to pay on time are included on the citation. A citation may be appealed in writing within 30 days of issuance. For information, call 680-2481.



Parks and Recreation

The Durham Parks and Recreation Department (DPR) offers a wide variety of leisure services designed to meet the needs of all citizens. Special programs for youth and teens combine recreational, developmental and educational activities. There is an extensive summer camp program and senior activities.



DPR's programs such as Summer Day Camp, Fun Days and Intersession Camp offer a safe, inclusive environment where all children are encouraged to participate. DPR has established a sliding fee scale based on income and household size for after school, summer camp and intersession programs.

The special populations program offers diverse recreational and leisure opportunities for persons with physical and developmental disabilities and also makes accommodations within public programs for those with special needs.

The department also operates numerous hands-on environmental programs where participants get to explore everything from aquatic life to wildflowers. Durham Parks and Recreation has 60 parks and 15 recreation facilities with programs designed to help the community



"Play More!" For information, visit the department's website at www.durhamnc.gov or call 560-4355.



City/County Planning Department

Planning works to maintain and develop the comprehensive plan for growth in Durham. Through a wide range of services to neighborhood groups, business and developers, the department works to establish a long-term vision to maintain the city and county's continued growth, development and quality of life. The department coordinates neighborhood corridor and small area plans, conducts zoning enforcement, provides support staff for the Planning Commission, the Joint City/County Planning Committee, the Board of Adjustment, the Durham Open Space and Trails Commission, the Environmental Affairs Board, the Appearance Commission, the Design District Review Team, the Development Review Board and the Historic Preservation Commission. For information, call 560-4137.

Police Protection

The Durham Police Department is an internationally accredited law enforcement agency charged with protecting all areas within the city limits. Police headquarters is located at 505 W. Chapel Hill Street. Working in partnership with the community, City government leaders and other law enforcement agencies, the department offers a wide range of services, crime prevention and community watch, a variety of community policing services and crime analysis. With nearly 500 officers, the department focuses on providing exceptional customer service, building and maintaining community trust and enforcement of local, state and federal laws in a professional manner. In the event of an emergency, dial 911. For non-emergency police information, call 560-4427.



Public Works Department

The department includes the Engineering, Stormwater Services and Transportation divisions that maintain the city's roadways and traffic flow, stormwater runoff facilities and the quality of the city's streams.

Engineering is responsible for the design of water and sewer lines, street curb, gutter and paving and the issuance of associated assessments.

Stormwater Services keeps the City of Durham compliant with federally mandated provisions of the Clean Water Act. The division investigates and administers all aspects of the stormwater program.

Transportation provides services including development review, regional/local transportation planning, street signs and traffic signals, street lighting and transit services.



Taxes

City and County taxes are collected by the Durham County Tax Office. The tax office is responsible for listing, appraising and assessing all real and personal property in Durham County for taxes and collecting and recording all property taxes levied by the Board of Commissioners and City Council as part of the annual tax ordinance. The office also collects privilege license taxes, animal taxes and special assessments charged against property for water, sewer and paving improvements. All real estate owned in Durham County must be listed with the tax office in January of each year. For information, call 560-0300.

Water and Sewer Service

The Customer Billing Services (CBS) Division of Water Management is responsible for initiating or discontinuing water/sewer accounts, billing for services, re-reading water meters and handling customer inquiries related to billing and payments.



To Initiate Service – If you are buying or already own the property for which you are requesting service, you may call Durham One Call at 560-1200 or visit the CBS office on the first floor of City Hall to arrange for service. A deposit is charged for initiation of service, although some exceptions may apply. If you are renting, you must come to the office with a copy of your lease and pay the required deposit.

To set up a business account, you may call or come to the office. A deposit is also required for business accounts.



To Discontinue Service – Customers must call the CBS office at 560-4412 to have service disconnected. A 24-hour notice is required. Deposits paid at service connection will be applied to the final bill. Over-payments will be refunded.

Billing Procedures – Residential and small business meters are read bi-monthly. Bills are prepared at the completion of the meter reading route. Large commercial, industrial and institutional meters are read monthly.

Payments are due 21 days after the billing date on the statement.

Frequently Called Numbers




For many City services, Durham One Call is your one stop local government service and information center. Call 560-1200 for information on many of these departments and services.



A

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| Abandoned Vehicles (<i>Private Property</i>) | 560-4570 |
| ACCESS (<i>Van service for elderly or disabled</i>) | 688-1525 |
| Accident Reports | 560-4423 |
| Accounting Services | 560-4125 |
| Animal Control (<i>County Office</i>) | 560-0630 |
| Annexation | 560-4137 |
| Assessments | 560-4326 |
| Audit Services | 560-4213 |


B

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| Beer and Wine License | 560-4700 |
| Budget and Management Services | 560-4111 |
| Building Permits (<i>City/County</i>) | 560-4144 |
| Burning Permits | 560-4242 |
| Bulky Items Pick-up |  or 560-4185 |
| Bus Information (<i>DATA</i>) | 683-3282 |
| Business and Privilege License | 560-4700 |

C

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| Cemetery | 560-4156 |
| Citizen Concerns/Complaints |  560-1200 |
| City Attorney | 560-4158 |
| City Clerk | 560-4835 |
| City/County Inspections | 560-4144 |
| City/County Planning | 560-4137 |
| City Council | 560-4396 |
| Council Agendas | 560-4222 |
| City Manager | 560-4222 |
| Claims with the City | 560-4182 |
| Community Development Department | 560-4570 |
| CrimeStoppers | 683-1200 |
| Customer and Billing Services |  or 560-4411 |

D

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| Dead Animal Removal |  or 560-4105 |
| Delinquent Collections | 560-4412 |
| Demographic Information | 560-4137 |
| Discrimination (<i>Employment/Housing</i>) | 560-4107 |
| Durham Housing Authority | 683-1551 |

E

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| Economic and Workforce Development | 560-4965 |
| Electrical Permits | 560-4144 |
| Emergency Communications (<i>City/County</i>) | |
| <i>Emergency</i> | 911 |
| <i>Non-emergency</i> | 560-4601 |
| Employment with City Government | 560-4214 |
| Equal Opportunity/Equity Assurance | 560-4180 |

**F**

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| Finance Department | 560-4455 |
| Fire Department | |
| <i>Emergency</i> | 911 |
| <i>Non-Emergency</i> | 560-4242 |
| Fire Inspections | 560-4233 |
| Fleet Management | 560-4101 |

**G**

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| Garbage Collection (<i>Residential/Commercial</i>) |  or 560-4186 |
| General Services Department | 560-4197 |

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| Durham Housing Authority | 683-1551 |
| Human Relations Department | 560-4107 |
| Human Resources | 560-4124 |


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| Impact Team |  or 560-4974 |
| Inspections (<i>City/County</i>) | 560-4144 |

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|---|---------------|
| Landfill/Dumpsite (<i>Transfer Station</i>) | 560-4611/4505 |
| License – Business, Privilege, Beer and Wine | 560-4700 |

M

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|---|---|
| Mayor's Office | 560-4333 |
| Mechanical Permits (<i>City/County</i>) | 560-4144 |
| Meters (Water) Billing |  or 560-4411 |
| <i>Installation</i> | 560-4344 |
| Water/Sewer After-Hours Emergencies | 560-4348 |

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|-----------------------------------|----------|
| Neighborhood Improvement Services | 560-4570 |
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P

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|---|----------|
| Purchasing (<i>City</i>) | 560-4132 |
| Parking Tickets (<i>Pay or Appeal</i>) | 680-2481 |
| Parks and Recreation Department | 560-4355 |
| Plumbing Permits | 560-4144 |
| Police Department | |
| <i>Emergency</i> | 911 |
| <i>Non-Emergency</i> | 560-4427 |
| Pools | 560-4355 |
| Pothole Repairs | 560-1200 |
| Public Affairs Office | 560-4123 |
| Public Nuisances (<i>Neighborhood Improvement Services</i>) | 560-4570 |
| Public Works Department | |
| <i>Technical Services</i> | 560-4326 |
| <i>Operations</i> | 560-4312 |

R

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|---|----------|
| Recycling (<i>Tidewater Fibre Corp</i>) | 957-8803 |
| Rezoning/Zoning | 560-4137 |

S

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|---|----------|
| Solid Waste Management | 560-4186 |
| Sewer Backup/Overflow | 560-4344 |
| Sheriff's Department (<i>County</i>) | 560-0900 |
| Sidewalks | 560-4312 |
| Sign Permit/Inspections | 560-4144 |
| Snow Removal | 560-4312 |
| Special Events Application (<i>Police Department</i>) | 560-4427 |
| Street Cleaning | 560-4312 |

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|---|----------|
| Street Light Repair (<i>Duke Power</i>) | 382-3200 |
| Stormwater Services | 560-4326 |
| Street Maintenance | 560-4312 |

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|-----------------------------------|----------|
| Treasurer (<i>City</i>) | 560-4511 |
| Tax Office (<i>City/County</i>) | 560-0300 |
| Taxi Cab Inspections | 560-4366 |
| Traffic Signals/Signs | 560-4366 |
| Transportation Division | 560-4366 |

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|----------------|---|
| Urban Forestry |  or 560-4197 |
| Utility Lines | 560-4326 |

W

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|---------------|----------|
| Water Bills | 560-4412 |
| Water Quality | 560-4381 |

Y

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|------------|---|
| Yard Waste |  or 560-4186 |
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Z

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| Zoning | 560-4137 |
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**Everything you need to know
is just a call away**

**Your one-stop source for
Durham information and services**





Emergency Service Numbers

In Case of Emergency

| | |
|---------------------------------|-----|
| Emergency Fire, Police, Sheriff | 911 |
| TTY for hearing impaired | 911 |

Sewer/Water Repair

| | |
|-------------|----------|
| Days | 560-4344 |
| After Hours | 560-4348 |

City Administration Contact Numbers

| | |
|---|----------|
| City Council | 560-4396 |
| City Attorney | 560-4158 |
| City Clerk | 560-4166 |
| City Manager | 560-4222 |
| Audit Services | 560-4213 |
| Budget and Management Services | 560-4111 |
| City/County Inspections | 560-4144 |
| City/County Planning | 560-4137 |
| City/County Tax Office | 560-0300 |
| Community Development Department | 560-4570 |
| Durham One Call | 560-1200 |
| Economic and Workforce Development | 560-4965 |
| Emergency Communications | 560-4601 |
| Emergency Management (<i>City/County</i>) | 560-0660 |
| Equal Opportunity/Equity Assurance | 560-4180 |
| Finance | 560-4455 |
| Fire Department | 560-4242 |
| Fleet Management | 560-4101 |
| General Services | 560-4197 |
| Human Relations | 560-4107 |

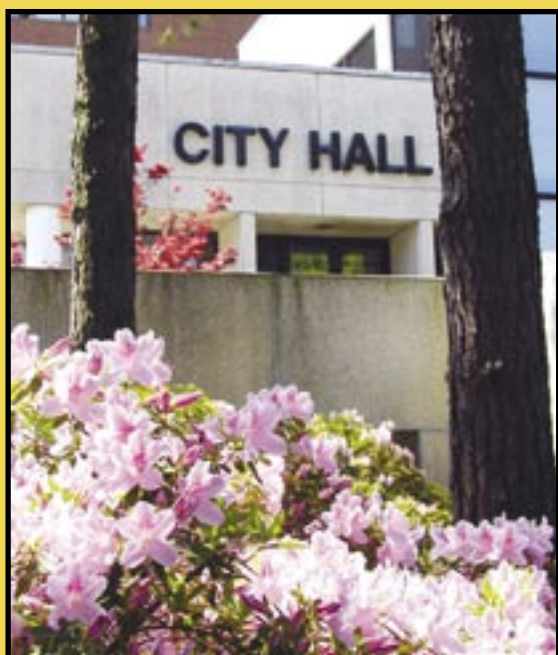
| | |
|--|----------|
| Human Resources | 560-4214 |
| Neighborhood Improvement Services | 560-4570 |
| Parks and Recreation | 560-4355 |
| Police Department | 560-4322 |
| Public Affairs | 560-4123 |
| Public Works (<i>Administration</i>) | 560-4326 |
| (<i>Operations</i>) | 560-4312 |
| Solid Waste Management | 560-4186 |
| Technology Solutions | 560-4122 |
| Water Management | 560-4381 |

Notice Under the Americans with Disabilities Act (ADA)

The City of Durham does not discriminate against qualified individuals on the basis of disability. Citizens who require an auxiliary aid or service for effective communications or assistance to participate in a City program or activity should contact the ADA Coordinator at (919) 560-4197, x237, TTY (919) 560-4809 or ADA@durhamnc.gov no later than 48 hours before the scheduled event.

Notes

[illegible]



Durham City Council 2005-2007



Mayor: William V. "Bill" Bell 560-4333
bill.bell@durhamnc.gov

Ward 1: Cora M. Cole-McFadden, *Mayor Pro Tempore* 560-4396
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howard.clement@durhamnc.gov

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At-Large: Eugene A. Brown 560-4396
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At-Large: Diane N. Catotti 560-4396
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